



BAY AREA TOLL AUTHORITY

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## Memorandum

TO: BATA Oversight Committee

DATE: July 3, 2018

FR: Deputy, Executive Director

W. I. 1253

RE: Contract Change Order – FasTrak® Regional Customer Service Center: Regional Measure 3 (RM3) Support: Conduent State and Local Solutions, Inc. (\$174,383)

This item would authorize a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the Regional Measure 3 (RM3) toll bridge discount in an amount not to exceed \$174,383.

### Background

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013 for management and operation of the FasTrak® Regional Customer Service Center (CSC). Under the contract, Conduent provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing. Conduent is under contract to operate the CSC until September 2019.

Under this contract change order, the CSC will support the toll discount for commuters using two-axle vehicles for travel on two bridges as provided by RM3. The CSC system will be responsible for identifying the second trip for a toll tag or a license plate during commute hours and applying the discount when posting the transaction to the customer's FasTrak® account. The work includes system modifications to transaction processing and reports, testing and updates to the website to provide customer information. Work is anticipated to take several months to complete and will be ready in mid-December. The changes are expected to be put into operation on January 1, 2019.

Attachment A includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

### Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$174,383 to support the RM3 toll bridge discount.

  
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Steve Heminger

SH:bz

Attachment

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**Attachment A**  
**Small Business and Disadvantaged Business Enterprise Status**

		DBE* Firm			SBE** Firm		
		Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent			X			X
	Atos			X			X
Subcontractor							

\*Denotes certification by the California Unified Certification Program (CUCP).

\*\*Denotes certification by the State of California.

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Change Order

Work Item No.:	1253
Vendor:	Conduent State and Local Solutions, Inc. (Conduent), San Francisco, California
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	System and operations changes to support RM3.
Brief Scope of Work:	Support RM3 toll bridge commute discount for travel on two bridges.
Project Cost Not to Exceed:	This Change Order: \$174,383 Current contract amount before this Change Order: \$131,368,964 Maximum contract amount after this Change Order: \$131,543,347
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds are included in the FY 2018-19 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract change order with Conduent for services as described above and in the Executive Director's Memorandum dated July 3, 2018, and the Chief Financial Officer is directed to set aside funds in the amount of \$174,383 for such contract change order.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	July 11, 2018